

State Oversight of HIV/STD Services

The Quality Assurance, Training and Development Program staff have been charged with the responsibility of developing the process and tools for assuring effective and efficient HIV/STD clinical and disease prevention services are in place. Site assessments are conducted in funded agencies based on program requirements for Centers for Disease Control funding recipients, as well as morbidity and training data. Tools are used by the assessment team and then left with the agency to help follow-up and address recommendations made in the post-assessment feedback, and to use as evaluation tools in the ongoing effort to improve customer service. The process is as follows:

Planning:

1. Monitor indicators
 - a. Review HIV/STD surveillance statistics from previous calendar years (provided by Epidemiology and Special Studies Program).
 - b. Compare progress with goals of the Syphilis Elimination Project.
 - c. Compare state and county case rates per 100,000 for overall total STDs, including HIV/AIDS.
 - d. Review for trends.
 - i. persistent ranking in top 10
 - ii. significant or continuous rate increase
 - iii. significant reductions in case rates
2. Select sites for review - high and low morbidity counties of similar population, counties preparing for accreditation.
3. Identify team - regionally focused representation from programs providing consultative services:
 - a. Field Services – DIS
 - b. Prevention and Community Planning - Health Educator
 - c. Quality Assurance, Training and Development
 - i. Nurse
 - ii. Program Consultant
 - d. State Laboratory - Lab Consultant
4. Notify selected sites in writing with telephone follow-up.
5. Information gathering and review
 - a. agency statistics for client encounters
 - b. clinic schedule
 - c. organizational chart with staffing assigned to delivery of HIV/STD services
 - d. "Agency Needs" questionnaire
 - e. contract addenda data
6. Onsite Orientation - targeted to administrative and frontline staff involved in service delivery process for HIV/STD services
 - a. presentation - rationale for assessment, process, and tools
 - b. review orientation packet
 - c. schedule interviews and exit meeting

Onsite Assessment process:

1. Tools*
 - a. Part I - Systems Review (evaluates accessibility, availability, and acceptability of services; reporting; policies/procedures; quality improvement activities)
 - b. Part II - Medical Record Audit (evaluates documentation for standards of care and confidentiality/legal requirements)
 - c. Part III - HIVSTD Counseling (evaluates use of client-centered model of counseling as outlined in the curriculum used in the state-sponsored HIV Counseling, Testing, and Referral training.)
 - d. Part IV - Clinician Performance (evaluates practice according to standards of care as taught in the STD Nurse Clinician training)
2. Sources of Standards For Tools
 - a. Contract Addenda
 - b. CDC Treatment Guidelines
 - c. CDC Clinical Practice Guidelines
 - d. CDC HIV Counseling and Testing Guidelines
 - e. Title 10A North Carolina Administrative Code, Subchapter 41A
 - i. Sections .0101 and .0102 - Reporting of Communicable Diseases
 - ii. Sections .0202 and .0204 - Control Measures for Communicable Diseases
 - f. State Oversight of HIV/STD Services
 - g. General Statute 130A
 - i. 130A-143 Confidentiality of records
 - ii. 130A-144 Investigation and control measures
 - iii. 130A-148 Laboratory tests for AIDS virus infection
 - h. HIV/STD Prevention and Care Policy
 - i. Clinical Laboratory Improvement Amendments (CLIA)
3. Interview
 - a. Administrative staff
 - b. Health Education - marketing, outreach, and education
4. Observation
 - a. patient flow
 - i. medical records
 - ii. intake
 - iii. lab
 - iv. clinician
 - v. counselor
 - vi. exit process
 - vii. lab turnaround
 - b. medical record confidentiality/storage
 - c. clinician performance of STD evaluation
 - d. HIV counseling, testing, and referral practice
5. Review
 - a. policies and procedures for delivery of HIV/STD services
 - b. reporting process
 - c. community assessment document
 - d. client satisfaction survey data
 - e. job descriptions
 - f. medical records of HIV/STD patients

*Copies of all evaluation tools can be found in the "Tools" section.

6. Team Processing
 - a. identify strengths
 - b. determine recommendations
 - c. compile report
7. Exit Feedback
 - a. review report draft
 - b. identify barriers to recommendations
 - c. develop action plan for state and health department, based on barriers and recommendations

Evaluation:

1. site feedback
2. team self-assessment
3. aggregate data review
4. utilization of feedback data for ongoing planning and improvement